

(d) **Funds to Be Deposited in Special Account.** – The local service providers shall collect the surcharge from their customers and deposit the moneys collected with the State Treasurer, who shall maintain the funds in an interest-bearing, nonreverting account. After consulting with the State Treasurer, the Commission shall direct how and when the local service providers shall deposit these moneys. Revenues from this fund shall be available only to the Department of Health and Human Services to administer the statewide telecommunications relay service program, including its establishment, operation, and promotion. The Commission may allow the Department of Health and Human Services to use up to four cents (4¢) per access line per month of the surcharge for the purpose of providing telecommunications devices for hearing impaired or speech impaired persons, including those who also have vision impairment, through a distribution program. The Commission shall prepare such guidelines for the distribution program as it deems appropriate and in the public interest. Both the Commission and the Public Staff may audit all aspects of the telecommunications relay service program, including the distribution programs, as ~~it does they do~~ with any public utility subject to the provisions of this Chapter. Equipment paid for with surcharge revenues, as allowed by the Commission, may be distributed only by the Department of Health and Human Services.

(e) **Administration of Service.** – The Department of Health and Human Services shall administer the statewide telecommunications relay service program, including its establishment, operation, and promotion. The Department may contract out the provision of this service for four-year periods to one or more service providers, using the provisions of G.S. 143-129.

(f) **Charge to Users.** – The users of the telecommunications relay service shall be charged their approved long distance and local rates for telephone services (including the surcharge required by this section), but no additional charges may be imposed for the use of the relay service. The local service providers shall collect revenues from the users of the relay service for long distance services provided through the relay service. These revenues shall be deposited in the special fund established in subsection (d) of this section in a manner determined by the Commission after consulting with the State Treasurer. Local service providers shall be compensated for collection, inquiry, and other administrative services provided by said companies, subject to the approval of the Commission.

(g) **Reporting Requirement.** – The Commission shall, after consulting with the Department of Health and Human Services, develop a format and filing schedule for a comprehensive financial and operational report on the telecommunications relay service program. The Department of Health and Human Services shall thereafter prepare and file these reports as required by the Commission with the Commission and the Public Staff. The Department shall also be required to report to the Revenue Laws Study Committee.

(h) **Power to Regulate.** – The Commission shall have the same power to regulate the operation of the telecommunications relay service program as it has to regulate any public utility subject to the provisions of this Chapter.

(i) **Wireless Surcharge.** – A CMRS provider, as part of its monthly billing process, must collect the same surcharge imposed on each exchange access facility under this section for each CMRS connection. A CMRS provider may deduct a one percent (1%) administrative fee from the total amount of surcharge collected. A CMRS provider shall remit the surcharge collected, less the administrative fee, to the Wireless 911 Board in the same manner and with the same frequency as the local service providers remit the surcharge to the State Treasurer. The Wireless 911 Board shall remit the funds collected from the surcharge to the special account created under subsection (d) of this section.

SECTION 2. This act becomes effective January 1, 2004, and applies to bills issued on or after that date.

In the General Assembly read three times and ratified this the 10th day of July, 2003.

s/ Beverly E. Perdue
President of the Senate

s/ Richard T. Morgan
Speaker of the House of Representatives

s/ Michael F. Easley
Governor

Approved 1:33 p.m. this 27th day of July, 2003

§ 62-157. Telecommunications relay service.

(a) Finding. – The General Assembly finds and declares that it is in the public interest to provide access to public telecommunications services for hearing impaired or speech impaired persons, including those who also have vision impairment, and that a statewide telecommunications relay service for telephone service should be established.

(a1) Definitions. – For purposes of this section:

- (1) "CMRS" is as defined in G.S. 62A-21.
- (2) "CMRS connection" is as defined in G.S. 62A-21.
- (3) "CMRS provider" is as defined in G.S. 62A-21.
- (4) "Exchange access facility" means the access from a particular telephone subscriber's premises to the telephone system of a local exchange telephone company, and includes local exchange company-provided access lines, private branch exchange trunks, and centrex network access registers, all as defined by tariffs of telephone companies as approved by the Commission.
- (5) "Local service provider" means a local exchange company, competing local provider, or telephone membership corporation.

(b) Authority to Require Surcharge. – The Commission shall require local service providers to impose a monthly surcharge on all residential and business local exchange access facilities to fund a statewide telecommunications relay service by which hearing impaired or speech impaired persons, including those who also have vision impairment, may communicate with others by telephone. This surcharge, however, may not be imposed on participants in the Subscriber Line Charge Waiver Program or the Link-up Carolina Program established by the Commission. This surcharge, and long distance revenues collected under subsection (f) of this section, are not includable in gross receipts subject to the franchise tax levied under G.S. 105-120 or the sales tax levied under G.S. 105-164.4.

(c) Specification of Surcharge. – The Department of Health and Human Services shall initiate a telecommunications relay service by filing a petition with the Commission requesting the service and detailing initial projected required funding. The Commission shall, after giving notice and an opportunity to be heard to other interested parties, set the initial monthly surcharge based upon the amount of funding necessary to implement and operate the service, including a reasonable margin for a reserve. The surcharge shall be identified on customer bills as a special surcharge for provision of a telecommunications relay service for hearing impaired and speech impaired persons. The Commission may, upon petition of any interested party, and after giving notice and an opportunity to be heard to other interested parties, revise the surcharge from time to time if the funding requirements change. In no event shall the surcharge exceed twenty-five cents (25¢) per month for each exchange access facility.

(d) Funds to Be Deposited in Special Account. – The local service providers shall collect the surcharge from their customers and deposit the moneys collected with the State Treasurer, who shall maintain the funds in an interest-bearing, nonreverting account. After consulting with the State Treasurer, the Commission shall direct how and when the local service providers shall deposit these moneys. Revenues from this fund shall be available only to the Department of Health and Human Services to administer the statewide telecommunications relay service program, including its establishment, operation, and promotion. The Commission may allow the Department of Health and Human Services to use up to four cents (4¢) per access line per month of the surcharge for the purpose of providing telecommunications devices for hearing impaired or speech impaired persons, including those who also have vision impairment, through a distribution program. The Commission shall prepare such guidelines for the distribution

program as it deems appropriate and in the public interest. Both the Commission and the Public Staff may audit all aspects of the telecommunications relay service program, including the distribution programs, as they do with any public utility subject to the provisions of this Chapter. Equipment paid for with surcharge revenues, as allowed by the Commission, may be distributed only by the Department of Health and Human Services.

(e) Administration of Service. – The Department of Health and Human Services shall administer the statewide telecommunications relay service program, including its establishment, operation, and promotion. The Department may contract out the provision of this service for four-year periods to one or more service providers, using the provisions of G.S. 143-129.

(f) Charge to Users. – The users of the telecommunications relay service shall be charged their approved long distance and local rates for telephone services (including the surcharge required by this section), but no additional charges may be imposed for the use of the relay service. The local service providers shall collect revenues from the users of the relay service for long distance services provided through the relay service. These revenues shall be deposited in the special fund established in subsection (d) of this section in a manner determined by the Commission after consulting with the State Treasurer. Local service providers shall be compensated for collection, inquiry, and other administrative services provided by said companies, subject to the approval of the Commission.

(g) Reporting Requirement. – The Commission shall, after consulting with the Department of Health and Human Services, develop a format and filing schedule for a comprehensive financial and operational report on the telecommunications relay service program. The Department of Health and Human Services shall thereafter prepare and file these reports as required by the Commission with the Commission and the Public Staff. The Department shall also be required to report to the Revenue Laws Study Committee.

(h) Power to Regulate. – The Commission shall have the same power to regulate the operation of the telecommunications relay service program as it has to regulate any public utility subject to the provisions of this Chapter.

(i) Wireless Surcharge. – A CMRS provider, as part of its monthly billing process, must collect the same surcharge imposed on each exchange access facility under this section for each CMRS connection. A CMRS provider may deduct a one percent (1%) administrative fee from the total amount of surcharge collected. A CMRS provider shall remit the surcharge collected, less the administrative fee, to the Wireless 911 Board in the same manner and with the same frequency as the local service providers remit the surcharge to the State Treasurer. The Wireless 911 Board shall remit the funds collected from the surcharge to the special account created under subsection (d) of this section. (1989, c. 599; 1997-443, s. 11A.118(a); 1999-402, s. 1; 2003-341, s. 1.)

*This document (also available in [PDF](#) and [RTF](#) formats) is not an official document.
Please read the [caveats on the main NC Statutes page](#) for more information.*



Sprint Relay
3261 Atlantic Avenue, Suite 200
Raleigh, NC 27604

Linda Nelson
Telecommunication Access of North Carolina
319 Chapanoke Road, Suite 108
Raleigh, NC 27603

Dear Linda:

Sprint has provided you the following information to support your filing with the FCC for the State of North Carolina:

- Annual Complaint log includes *the number of complaints received* that allege a violation of federal TRS minimum standards, *the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.*
- Annual Summary includes total outbound calls, total complaints for the reporting period June 2001 - May 2002, and percentage of complaints to total outbound calls information.
- Annual Tally Report will be total complaints by category.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. Please note that your state must file the Complaint and Summary logs (attachments 1 and 2) and a report (attachment #3) that indicates the number of complaints received for North Carolina with the FCC by July 1, 2002 to the following address:

Attn: Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 5-C212
Washington, DC 20554
or by email at emyers@fcc.gov

Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m.

All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-A325, Washington, DC 20554."

Sprint will work with the state, as your partner in delivering additional information required of all states and carriers. We are confident that our records and systems will support any additional requirements, should they be ordered by the FCC.

This log period, running June 1, 2001 through May 31, 2002, contains a summary of the total number of complaints received for each type of complaint on a month to month basis and also provides totals for this twelve-month period.

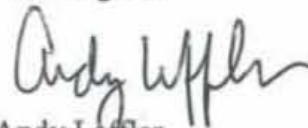
Should you have any questions concerning this summary log, please contact your account manager.

Best Regards,

Barbara Narvaez

Barbara Narvaez
TRS Product Manager

Best Regards



Andy Löffler
North Carolina Account Manager

Attachment #1: Complaint Log Summary for Period of June 1, 2001 – May 31, 2002
Attachment #2: Summary of Complaints for Period of June 1, 2001 – May 31, 2002
Attachment #3: Annual Tally Report for Period of June 1, 2001 – May 31, 2002

For your reference, Sprint has included the FCC language requiring this action:

May 31, 2002 Order:

"The Federal Communications Commission Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2002 on or before July 1, 2002.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state applicants for TRS certification and TRS providers to maintain a log of consumer complaints that allege violations of the federal minimum standards. These logs are intended to provide an early warning system to the Commission of possible service quality problems during TRS providers five-year certification period. Additionally, this information allows the Commission to determine whether the state has appropriately addressed consumer complaints during the certification process and to spot national trends that may lend themselves to coordinated solutions. It further enables states to communicate with one another to learn how other states are resolving complaints. Complaint log summaries should include information pertaining to complaints received between June 1, 2001 and May 31, 2002. Carriers are reminded that the rules require that complaint log summaries shall include *the number of complaints received* that allege a violation of federal TRS minimum standards, *the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution*. The Commission requires that this information be included in the complaint log summary for the aforementioned purpose of alerting the Commission of possible service quality problems. The complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.

States and TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 1, 2002. To expedite the processing of complaint log summaries, States and TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 5-C212, Washington, DC 20554 or by email at emyers@fcc.gov. Electronic filings should be made using the Electronic Comment Filing System (ECFS). Reports filed through the ECFS can be sent as an electronic file via the Internet to <http://www.fcc.gov/e-file/ecfs.html>. States and TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in *read-only* mode and must be clearly labeled with the State and TRS provider name, the filing date and captioned *Complaint Log Summary*.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistrionix, Inc., will receive hand-delivered or messenger-delivered paper filings for the



Federal Communications Commission
Washington, D.C. 20554

August 5, 2002

Linda K. Nelson
Telecommunications Access of North Carolina
Department of Health and Human Services
319 Chapanoke Road, Suite 108
2301 Mail Service Center
Raleigh, NC 27699-2301

RE: File No.: TRS-30-02
State of North Carolina

Dear Ms. Nelson:

This is to notify you that the Federal Communications Commission (Commission) has received the state of North Carolina's annual consumer complaint log summary for the 12-month period between June 1, 2001 and May 31, 2002.

Filers are reminded that the Commission will accept application for the renewal of state telecommunications relay service (TRS) program certification from July 26, 2002 and October 1, 2002. Questions regarding the complaint log summaries or TRS applications for certification should be directed to Erica Myers at (202) 418-2429, (202) 418-0464 (TTY).

Sincerely,

Pam Gregory
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau

CC: File No.: TRS-02-XX

CC DOCKET NO. 98-67



North Carolina
Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
319 Chapanoke Road, Suite 108 • 2301 Mail Service Center, Raleigh, NC 27699-2301
Tel: 919-773-2963 (Voice/TTY)
Michael F. Easley, Governor • Carmen Hooker Odom, Secretary • Linda Harrington, Director

June 24, 2002

Federal Communications Commission
Attn: Erica Myers
Consumer and Governmental Affairs Bureau
445 12th Street SW, Room 5-C212
Washington, D.C. 20554

Dear Ms. Myers:

The State of North Carolina is submitting its annual complaint log, annual summary and annual tally report for the 12 months period between June 1, 2001 and May 31, 2002.

Relay North Carolina has been in operation since June 1, 1991. Our current relay contractor, Sprint, has been professional in following up on complaints and resolving them in a timely manner.

Should you have questions concerning the reports, please feel free to contact me at **Linda.Nelson@ncmail.net** or at 919-773-2974 TTY.

Thank you in advance for your support for our telecommunications technology for Deaf, Hard of Hearing, Deaf-blind, and Speech Impaired people.

Sincerely,

A handwritten signature in cursive script, appearing to read "Linda Nelson".

Linda K. Nelson, Administrator
Telecommunications Access of North Carolina

Cc: Kendrick Fentress, Public Staff Utilities Commission of NC
Linda Harrington, DSDHH

Summary Log for June 1, 2001 – May 31, 2002
North Carolina Relay

For the period of June 1, 2001 through May 31, 2002, Sprint processed more than 1,723,855 outbound calls on behalf of North Carolina Relay, receiving a total of one hundred nineteen (0.007%) customer complaints. All one hundred nineteen complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these one hundred nineteen complaints were escalated for action to the State of North Carolina or to the Federal Communications Commission.

Complaint Tracking for North Carolina

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1450	06/02/01	24	Voice caller called into Relay & kept getting TTY tones and ASCII search. Hung up and tried 5th time and got voice opr. Upset that he had this much difficulty trying to reach voice opr. Offered to brand his nbr as voice so it won't go thru ASCII search but he didn't want that as his wife is deaf.	06/08/01	Called and spoke w/customer. Apologized for the inconvenience caused. Explained that new voice access has been established to resolve this. Also gave voice # and mailed info and gimmicks, too.
8657	06/02/01	17	Voice customer using prepaid calling card and CA had very condescending attitude w/her. Kept asking for the # calling to. Voice asked for supe and was placed on hold then disconnected. Thanked customer for feedback & assured supe would follow up.	06/08/01	CA remembers call. She said she was not condescending to customer. She requested the nbr for calling card and the customer started call the CA names. CA said she did not disconnect the customer. CA put up her cup for supe assistance and by the time the supe got there, the caller had hung up herself. CA said she always tries to be polite & would never disconnect a customer.
8658	06/03/01	21	TTY user said CA was lying - changed their words around & that was why the OB hung up. After OB hung up, CA told TTY that the last thing relayed to OB was "alright". TTY very mad saying didn't say alright. I reviewed the text TTY did type "alright" (?). CA assumed it was the word "alright". TTY asked for agent's nbr and that was given and TTY stated they were going to call CS to complain, also.	06/03/01	I apologized for inconvenience, assured them this would be documented & CA coached. TTY typed "alright". CA assumed correctly and sent "alright" as last word relayed. TTY misspelling throughout and CA was doing best to translate.
3576	06/08/01	26	Customer complained that for the past 2 weeks when he calls Relay NC he is receiving garbling.	06/08/01	Apologized to customer & advised TT#3864534 would be submitted. AM attempted to contact customer twice (7/9 & 11) but reached an ans mach. Left nbr to call back if garbling problem continues. Also left instruction on how to turn off the Turbo Code feature in case it is the cause of garbling.
1456	06/08/01	29	Voice customer complaining that when calling Relay - reaching TTY or data line instead of voice line, the majority of time. Informed customer that a TT would be entered.	06/20/01	AM called customer twice (6/20 & 6/21) and left msgs w/resolution of using the new voice access nbr 877 735 8200 and left TTY nbr if customer had any questions.
4227	06/09/01	3	Customer asked agent to repeat back to her what phone nbr she had asked him to leave on an ans mach. Agent responded "CA no longer has that info" over and over again. Customer did not understand why and became upset.	06/09/01	Thanked customer for feedback & apologized that she had a bad experience. Told her I would speak to the agent & clarify procedures. She thanked me and was satisfied. No follow up needed. Agent thought we could not repeat back the requested info. I clarified the procedure w/him.

Complaint Tracking for North Carolina

king #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3055C	06/12/01	17	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.	06/19/01	Spoke w/CA. She does not recall this incident but apologized if customer thinks she was laughing or giggling at them. Said she would never do that. Told CA she must remain professional at all times and not to be distracted from giving 100% focus to all customers at all times.
4241	06/14/01	5	Voice person said agent 4274 was rude and hung up on her. She was OB and asked to speak to a supe during call. Agent told her to speak directly to caller who was still on the line. Technical problems were obviously happening and the voice user wanted to speak to a supe about it. When call ended (IB disconnected) agent said "first of all, I can't talk to you during the call and 2nd, the computer is going to disconnect you in few seconds". Voice user wanted phone nbr to call back but agent disconnected her before she could ask.	06/25/01	I apologized for inconvenience and explained that I was writing everything down to forward the info on the appropriate party. Asked if there was anything else I could do for her and she said she wants something done about this agent and wants the AM to call her back and tell her what steps were taken.
4241	06/14/01	17			
1480	06/24/01	5	VCO user said she placed a call and when that call ended, she wanted to place another call and the CA didn't give her a GA - they just did SK and hung up on her so she had to redial Relay to place another call.	07/06/01	Verified disconnection log, call was disconnected due to no response.
1481	06/24/01	6	VCO user was upset because she said CA was typing very slow and was also making a lot of spelling errors. She said it was making the call much more difficult. ACU verified twice CA had backed out errors XXX and several misspelling of altered letters, etc. but msg readable.	06/24/01	Thanked her for giving us the info & told her I understood her frustration and apologized for inconvenience. Met w/CA and she stated that OB was speaking fast and she was trying to keep up and not have pace OB too often. CA was coached to be more assertive in pacing rather than let accuracy suffer.
1481	06/24/01	7			
3117D	06/25/01	3	I was calling a travel agency and I was on the phone for over 30 mins and the opr asked me do I still want to hold and I said yes then I got disconnected. CS thanked customer for calling and apologized for any inconvenience this caused. Also let him know this would be written up and forwarded to proper ctr.	07/03/01	CA has no remembrance of call. Does not disconnect calls. May have been phone problems.
3117D	06/25/01	5			

Complaint Tracking for North Carolina

King #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1484	06/27/01	2	VCO upset that Relay calls are taking longer to get started when someone calls her - happening more frequently. Caller is wondering if CA's are not reading her CDB notes as she is branded for VCO. Caller said her phone rang 2 times, she answered "hello GA" and nothing happened. She had to type VCO GA before any response was received from Relay and the other person.	06/27/01	Apologized for inconvenience, took down the info and told caller I would talk to CA. CA remembers call but doesn't regard it as odd or difficult. Only remembers that it took slightly longer to set up as the voice caller did not say that it was for VCO when they placed the call and the CA was asking for TTY and could not get a response from the VCO who answered w/voice. CA switched over OB line and set up call approx 10 - 20 sec after VCO answered w/voice and processed/relayed call normally. Did not seem as either party was upset. CA followed Relay procedure.

Complaint Tracking for North Carolina

July 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8682	07/03/01	5	CA kept asking me for the nbr to be called and I kept giving it to her, when I said I would repeat to the supe, she hung up on me. Apologized for any inconvenience to her and informed that this would be reported and taken care of.	07/09/01	CA does not remember call. Sounds like ASCII roll. CA would not hang up on live call.
3175D	07/05/01	5	Customer was on line speaking to someone as they put me on hold. All of sudden CA cut me off or hang up on me while I am on the line. CS apologized for situation & told customer complaint would be documented and forwarded to call ctr where agent is located for further investigation by supe.	07/05/01	CA remembers a call this morning that was on hold for a long time & then the IB TTY disconnected. CA would not hang up on a call in progress.
3182D	07/06/01	3	Agent did not follow customer instructions. CS apologized to customer and informed complaint would be documented and forwarded to ctr where agent is located for follow up.	07/06/01	CA requested to speak w/specific person but forgot to say who was calling. CA knows this was a mistake & knows what to do next time.
3188D	07/07/01	00	Customer upset that cannot reach NC Relay at voice nbr 800 735 8262. Caller hears TTY tones. Also heard that other NC residents have problems calling NC Relay via 711. CS provided voice nbr 877 735 8200, apologized and inquired if 711 call were from business phones and some of them were advised that business phones need to be programmed to allow 711 dialing. Also, if 711 cannot be dialed from residential phones that the local telephone co should be contacted to report the problem and they can route correctly.	07/09/01	AM called and apologized to customer. Explained that w/new system using 711 caused the problem that voice calls could be answered in TTY mode. Gave voice nbr again and mailed to customer advertising printed w/new voice nbrs.
4301	07/11/01	21	Customer called in to complain that supe was rude to her w/this comment: "Maam, you make this call every morning - why not put this in your database".	07/16/01	Apologized for anything said that upset her & thanked her for her comments and informed her that this would be passed to the right people and asked if she wanted a follow up and customer replied, yes.
3230D	07/14/01	23	Customer complaining that she is still being billed for calls to 828-488 prefix that are within her extended calling plan.	08/28/01	AM tried to reach customer several times and finally connected on 8/27 and apologized to customer that info to include her special calling plan for her ANI has been delayed and it will be updated in the next software release on 9/30. Sent several prepaid cards to use for LD calls until problem is resolved. AM will follow up w/customer in Oct.

Complaint Tracking for North Carolina

Compl. #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1506	07/18/01	21	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.	07/18/01	Asked caller for opr # so we could follow up and customer did not have nbrs. Suggested to caller if have ID nrs we can investigate more thoroughly. Asked if they had a call they wished to dial now and customer gave nbr and call continued w/o further incident.
4319			VOID		
6510	07/26/01	35	Voice caller demanded medical attention. Supe informed customer that he reached Relay and needs to hang up and call 911. Customer became upset - needed medical attention. Supe then offered to call 911 & customer said no thanks, swore & then hung up.	07/26/01	Supe offered to call 911.
3305D	07/27/01	4	Opr has terrible spelling, left customer hanging during conversation and kept typing "can you read me". At end of call she did not send the closing that the person had hung up and did not provide her agent nbr at the end, she just typed SKSK and hung up. During conversation while caller was still speaking and had not given GA, the opr began typing to me what my daughter was saying.	07/27/01	Followed up w/CA and CA recalled this particular call. Said that the caller had problem reading her so she typed what was said and included in parenthesis "can you read me" in response. CA stated that when caller didn't use the GA she used the phrase "is that a GA" to prompt the GA from the caller. However, during the relaying the caller did not use GA and CA assertively gave GA at an appropriate time. The caller sometimes interrupted each other. Since the VCO was on the OB according to her she used ALT 5 macro and this particular macro does not include the CA ID #. CA used proper macro in this situation. CA will work on spelling.
3305D	07/27/01	6			
3305D	07/27/01	21			
3317D	07/30/01	17	Customer placed a call w/Relay CA 4728F and a male person answered the phone and said something and then just hung up. Asked CA what the person said before they hung up and she said she no longer had that info. I asked what her ID nbr was and she answered, nbr u r calling pls? GA. So I just hung up and went back into my records and got her ID nbr and called RCS to let them know this makes me very angry when CA's act like this. CS apologized for inconvenience and let them know that we would turn in a complaint so that this could be investigated further. Thanked them for letting us know about the issue and assured them it would be taken care of.	07/31/01	In consulting w/CA 4728F, she reported that in this call she received no request to give her CA #.

Complaint Tracking for North Carolina

Complaint #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution

Complaint Tracking for North Carolina

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1531	08/08/01	21	The OB complained about CA talking on call and having to wait a min while agents switched. Apologized to customer and informed the IB what was going on so they would be informed. Explained shift change was required and would let the CA's supe know what happened. Assured her the new agent would do a good job.	08/08/01	Coached CA regarding talking during a call and the need to give customer undivided attention.
3376D	08/11/01	29	Voice caller says she has been trying to dial to 252 nbr and keeps connecting directly to Relay. She says neither she nor the party she is trying to call uses Relay and this is the first time this has happened. I referred her to her LEC for repair explaining that it might be a crossed connection at the local level. I noticed that the IB ANI was showing different than the nbr she was calling from. TT#04118243.	11/06/01	AM attempted to contact the customer several times and left a message that if the problem continues to call the AM back. No contact made.
1542	08/16/01	17	TTY user wishes to report a male agent had a bad attitude. TTY user was typing nbr to dial and was giving name to ask for but opr dialed out while he was typing the name. TTY user did not have agent #.	08/16/01	Apologized to customer for delay/poor service. Thanked customer for taking time to report concern and informed customer we could follow up if we had agent nbr. Caller will call back if finds nbr.
4360	08/16/01	17	CA had bad attitude and interrupted the caller. He didn't finish typing but CA continued to interrupt - then the caller hung up. Apologized for inconvenience.		CA is blind, he is on a Briallex machine. He apologizes for any inconvenience he may have caused the caller. He was coached on this. If he was any problems to put the assist flag up and he will be assisted on any problems.

Complaint Tracking for North Carolina

Working #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3462D	08/28/01	3	VCO reports: I am having trouble w/the CA today he had VCO on and I was doing fine then I gave him another nbr to call & he kept typing GA GA and I was giving the nbr VCO and finally I typed & he said he had VCO and can't hear me - hey nothing is wrong w/my voice. I think Relay needs to do a better job about switching over to VCO, it is not first time this has happened before on a diff call. The CA did not switch it over - he forgot and not just that he failed to ask me to repeat it or tell me the VCO was not on yet, so I thought the other person received my msg and that was very awkward of a situation. I think Relay needs better training about VCO. CS suggested VCO speak to them to test and VCO was heard w/o any problem. VCO advised that agent 4284M had made several other calls but then the agent didn't process VCO correctly. Asst. supe assisted on call and didn't type GA when it was VCO turn to speak and therefore didn't hear her voice. CS apologized for problem encountered.	09/05/01	Follow up w/agent: He had opened the bridge by activating Alt V but could hear nothing. Send macros and opened bridge multiple times - nothing. Customer typed back angry response. Agent asked for assistance. Asst supe observed. Agent was following correct procedure, but neither agent nor asst. supe could hear any response. There was a technical problem, either on customer's end or on Relay's end.
3462D	08/28/01	11			
			Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.		

Complaint Tracking for North Carolina

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1591	09/02/01	21	Voice caller requested supe to ask if it was standard for oprs to be allowed to talk to others while placing calls. This opr was talking to someone the whole time she dialed and was ringing to my caller.	09/02/01	Thanked caller for report & assured her that the oprs were not to be talking to others while processing calls. Assured her the opr would be coached. Coached opr to give total attention to call as it arrives at station until both parties have disconnected. Reminded her that even when she cannot hear IB while dialing out they can still hear opr as evidenced w/this reported complaint.
8731	09/04/01	6	Poor typing & did not identify themselves to OB customer or IB customer. Also took long time for CA to identify themselves when IB customer, VCO, asked for nbr. Apologized to customer and told them would document complaint and follow up w/CA for proper coaching.	09/06/01	Reviewed procedure w/CA. Spoke w/ customer thru Relay and customer satisfied w/resolution.
8731	09/04/01	7			
8731	09/04/01	21			
3497D	09/05/01	21	Customer complaint regarding agents dialing wrong nbr. CS Thanked caller for letting us know so agents involved could be better trained in outdialling procedure. Apologized for inconvenience of reaching wrong nbrs.	09/05/01	Spoke w/CA 4533 and she was puzzled & followed customer's instruction. Coached her to be cautious with nbrs. CA 1797 has been having trouble w/her computer this morning. Relay ctr calls & no from nbrs. There may have been confusion relating to from nbr & to nbr.
1567	09/07/01	4	IB customer stated that the CA didn't talk to the OB and say CA was there. Said CA was rude. Every other time, IB customer was online w/Relay, they said the CA would talk to the OB. I witnessed call and CA did everything by the proper procedures.	09/07/01	I witnessed call after agent change. The CA was correct in redirecting the questions and comments to the caller. The CA not only typed everything heard but also asked for the GA from the OB all the while being verbally abused by the OB voice. CA handled call properly and according to Relay procedure. VCO caller was upset because "other oprs always answered her if she had a question while we were talking" in reference to the OB's questions.
1567	09/07/01	11	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.		
567	09/07/01	17			

Complaint Tracking for North Carolina

ing #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1566	09/07/01	4	Customer felt CA 1432 was very condescending & rude. Customer felt she didn't know if CA 1844 was typing. Kept asking if opr heard her and got no response. Requested a supe but no response.	09/07/01	I witnessed both calls and customer was OB and policy for CA to relay all this to IB party. CA did tell customer could not become involved in conversation. Call processed according to policy. CA tried to redirect all questions and comments back to the caller once Relay was established. OB voice became more and more abusive. Agent change requested and granted by IB. Supe also requested but not by IB and CA typed request to IB which IB seemed to ignore. OB continued to become even more abusive w/profanities and vulgar language. CA typed everything heard to caller while trying to redirect questions to the caller. OB became increasingly upset and hung up.
1566	09/07/01	9			
1566	09/07/01	11			
1566	09/07/01	17			
1577	09/12/01	11	VCO customer was upset that CA did not identify themselves or Relay to her on a VCO to VCO call. Call just started "hello'mom". At the end of call, after voice IB disconnected, VCO again asked for the nbr. CA gave her nbr at that time. Customer wants follow up.	09/13/01	I assured customer that it was correct procedure to identify call as Relay and identify CA at beginning of call. I said I would take all the info and forward it to the proper staff. Thanked customer for bringing this to our attention. *** Called and spoke with the customer. Apologized about the incident and explained that the sup has coached the agent to ensure that it will not happen again in the future. Thanked the customer for her time to report her concern. A Leffler A.M.
3039E	09/13/01	21	Customer called in to say that it took at least 2 mins for agent to get her msgs from her voice ans mach and she says this is just too long as she does not have all day to wait for the agent to do her job. CS apologized to customer for inconvenience and frustration and explained that the agent's supe would be advised.	09/13/01	Followed up with CA. CA stated that she was not quiet familiar with SLAM call process so she typed "one moment pls" and had an assit sup assisting her with the call. Thus the delay of the call procesing. CA has been reveiwed in this particular area.

Complaint Tracking for North Carolina

ing #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4392	09/19/01	00	Customer complained that CA (no # given) didn't follow instructions to process ans mach retrieval. Customer waited for 5 mins & received no response from CA. Customer had to hang up and call back on several occasions. The only thing customer received was phone ringing & ans mach playing.	09/19/01	Apologized to customer for inconvenience caused. Explained that we could be a better assistance when CA nbr is given. Suggested customer document CA nbr in future.
4392	09/19/01	3			
4392	09/19/01	4			
4396	09/21/01	5	Recent call thru opr 1619F: Asked opr to retrieve msgs. Typing unclear, so asked opr to repeat. Midway thru, typing stopped. Waited for response and never received one. Next, he called thru opr 8604M & asked for a supe. Waited 10 mins w/no response after agent typed "one moment pls".	09/22/01	Apologized for inconvenience & thanked customer for feedback. Informed him that the complaint would be faxed to appropriate ctr for follow up w/oprs.
1587	09/23/01	4	Customer stated she received a call and responded w/hello. There was no greeting from Relay. She then typed GA which she waited for a whild and then all of sudden relay started. CA did not provide ID until end of call.	09/23/01	Apologized for inconvenience it may have caused and assured customer that CA will be followed up and that CS will contact her w/result of follow up by phone. *** Called and spoke with the customer. Apologized about the opr's poor performace. Explained that the sup has coached the opr to be more prepared for incoming VCO calls. So that it will not happen again in future. thanked the customer for sharing with us. A Leffler A.M.

Complaint Tracking for North Carolina

October, 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3120E	10/01/01	29	Customer reported problems calling nbr thru Relay and opr gets fast busy or regular busy signal. CS placed test call and got busy signal. Apologized and entered TT#04316918. Customer requests follow up from AM.	12/10/01	AM called and left message on Dec 10th apologizing that there was problems within the system or net work that the tech couldn't explain why the customer experienced fast busy signals. Could be a local telephone switch issue made test calls to the ANI shown in the complaint few times and saw the line ringing just fine. I asked the customer to call me using my toll free nbr if the problem is still going on.
1596	10/02/01	5	TTY user said that they called relay and asked to dial a nbr CA 8364F asked them to hold and never came back. The CA hung up on them. They were upset because they felt that was rude. I said I was sorry that happened and that I would document the complaint. I then had our CA process the call for them.	10/08/01	Opr thought computer froze up as she would never hang up on customer. Reinforced to opr our customers always come first - she agreed.
3128E	10/03/01	24	Customer's mother called to report that daughter in NC cannot reach Relay and gets fast busy.	10/03/01	Thanked customer for calling and told her there were problems w/Ameritech customers not being able to dial 800 nbrs. Suggested trying 711. Informed problem was being worked on.
4404	10/06/01	26	Customer is receiving a lot of garbling messages from relay. It has been happening recently. She receives the greeting macro from the computer but after that everything is garbled. She would like a call back.	12/17/01	Called and left message with my number to call me back if the garbling problem is still going on. Called again and left another message still no call back.
3177E	10/11/01	29	Customer is trying to call tty user but when relay tries to connect to the number they get a fast busy everytime. Customer says when she dials direct it goes through fine but through relay it is fast busy. Happens everytime and no agent number to provide. I thanked the customer for calling and apologized and told her I would enter a trouble ticket. She asked that I try to get through. If I did get through to leave her name and number and tell that person to call her since she was unable to reach that person herself. I tried calling the number directly from my desk and got through. Then tried calling through NC relay twice and got AZ agents both times. Second time I asked to agent to place the call and they were able to put the call through successfully. TT# 04360751	12/10/01	Called twice and reached a recording that the nbr has been disconnected or is not a working nbr. tried to call via VRS reached same recording. Not able to follow up with customer.

Complaint Tracking for North Carolina

Compl. #	Date of Compl.	Cat. #	Nature of Complaint	Date of Resolution	Explanation of Resolution
4415	10/11/01	5	Customer said the three previous opr she had today could not understand her and told her to type the number and instructions which she unable to do since she is using a VCO phone not tty. When she failed to type the info the opr hung up on her. Caller wants agents to be told VCO phones are unable to type and be patient. Apologized to the customer for the inconvenience.	12/10/01	Called the nbr twice today, it just rings. The contact stated that the number was from a pay phone booth. No nbr given to follow up. Not able to follow up on the contact.
4415	10/11/01	11	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.		
1609	10/12/01	3	Customer was upset that CA 1786F cut her off and refused to follow her instructions in repeating to voice person what she said. Customer said voice person was hard of hearing and couldn't understand her. I apologized for inconvenience and informed customer of relay policy that CA can't repeat what is heard by VCO. Customer said ok and disconnected.	10/12/01	CA followed correct procedure. Handled call properly.
1612	10/14/01	25	TTY user was concerned that recent supervisor disconnected line or did not connect them to tty directory assistance. Customer did not have the name of the supervisor.	10/14/01	Team Lead apologized to the customer for the delay and offered to transfer the call to OSD. Caller accepted. I also gave the directy tty number for OSD then transferred the call.
1619	10/18/01	5	Customer called in and complained about this agent saying that this agent was rude while the customer was typing and giving info and then the CA hung up. Apologized to the customer for the inconvenience and agreed that a CA should not be rude or hang up on them. Informed them that the CA would be coached on these things. Customer gave name and number for follow up.	12/17/01	AM attempted to call several times and there was no answer. Not able to reach customer.
1619	10/18/01	17			
8759	10/19/01	24	VCO customer is not receiving relay calls even though they are showing up on the caller id. Customer has to call the party back to get the calls to go through. Customer would like this problem to be fixed by Monday and will call back to verify that it is fixed or being worked on or will file another complaint. Informed customer that this would be reported to the techs immediately to begin working on the problem.	10/20/01	Called customer to confirm. The problem has been fixed and things seem to be fine. Thanked customer for patience and talked a bit on future outreach events in her area.

Complaint Tracking for North Carolina

King #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1635	10/29/01	11	VCO customer upset because in the middle of her call something happened to the voice person couldn't hear them and hung up. Apologized to the customer for the trouble and explained that the CA hit the wrong button. Told the caller I would review the correct procedure with the agent.	10/29/01	

Complaint Tracking for North Carolina

November 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4439	11/05/01	33	This NC tty user frustrated that LD calls thru relay have difficulty going thru - often get phone company recording saying "your LD service has been temp discontinued". Customer thinks there is some problem because Sprint is most often used on relay call	01/10/01	Spoke with customer regarding her selected LD carrier. She had a special calling plan offered by AOL thru Talk.com. Checked the COC checklist...talk.com was already sent a letter asking for a billing agreement and it is pending response from that company. Explained that all carriers need to do a billing agreement with Sprint so that calls can be carried thru their networks and the customer completely understood. However, the customer has changed her LD carrier back to Sprint because she didnt like the previous carriers calling plan. She is now happy being a customer of Sprint again with better discounts. I see no need to follow up.
8424	11/06/01	17	Customer was upset with opr's rude behavior and opr not calling over a sup when she asked. Not sure if F opr gave her correct opr #. This opr was described as belligerent and rude. Told the customer that this was unacceptable behavior and will investigate further. Customer approved and satisfied with this. Did inform the customer that opr will type everything heard to tty user upon connection.	11/13/01	Met with CA and she said that outbound was upset with her because she typed everything to tty that was heard and it happened to be disparging remarks about relay calls that outbound didn't want typed. CA was defining her role and followed proper protocol.

Complaint Tracking for North Carolina

cking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3308E	11/09/01	24	<p>Caller is having problems connecting with relay. This recent problem developed and she cannot receive the Relay Greeting macro. I apologized for the problem and let her know that I would open a TT # 04481183. She asked to be contacted on the findings of t</p>	01/09/02	<p>AM: Reached the customer. Spoke for more than half hour regarding the issue that incomplete greeting sent to her machine was occurring only from Minnesota center she stated. I explained that it has happened at Tucson and Dayton centers too that it may show tthat there was something wrong with the customer's machine or her procedure may have been incorrect. Her machine is more than eleven years old. However, she has informed me that it has been finally fixed in mid-December and thanked us having it solved. I am not sure how it has been resolved but it was a good thing to hear about it. Gave the customer my toll free number to contact me if it ever happen again. She mentioned that she is expecting new machine anytime soon. Tresult: worked with the customer on this issue and had several test calls made to and from the custome rtime she recieved that greeting macro. Noticed she had an auto message when connecting. I have the customer to turn this off and track to see if her problem still exist. She was thankful for the call thought the problem was fixed. She will also keep</p>
3310E	11/10/01	3	<p>Customer came in to CS requesting a telephone nbr. I directed the customer to call relay and ask relay to call DA for that request. The customer told me that she just had been transferred to me, "they said that you provide assistance for phone nbrs". I th</p>	11/12/01	<p>met with agent - agent recalls call where customer wanted a tty nbr. Agent said she didn't have that info and asked customer if they wanted to speak with CS. Customer said yes. Told agent to try calling DA herself and if that didn't work to transfer to OSD.</p>

Complaint Tracking for North Carolina

cking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6653	11/13/01	29	Customer with university called on behalf of a deaf employee on campus who was having trouble placing calls through relay. Customer explained that the nbr that the customer was calling from was not showing up on the relay computer. This created a problem in that it did not allow the customer to use the ATT billing that had already been set up. It created another problem in that interfered with the processing of a LD call that the customer routinely place. The outbound would only accept calls that were identified. sup explained that the reason relay computer was showing xxx xxx xxx instead of xxx xxx xxx was due to the campus using 800 trunk servicethrough 800 US LEC. Once US LEC received the campus call, it routed it to us under a different nbr.	11/13/01	Sup provided his nbr and suggested that customer contact US LEC about this issue. But sup did say that customer could call him with any follow up questions. Sup also stated that he would discuss the problem with our tech and give customer a call back. Sup also suggested that customer speak to CS about this issue. Customer defined this option; he said he had already spoken to CS and that they had been of limited help. Sup reviewed situation with the tech. Problem was as sup suspected. Sup called customer and left an explanation on his ans mach.
8779	11/14/01	3	VCO user placed call, voice person said they had another call and would call them back. The line never cut out and could hear background sounds on line. VCO said she told the CA to hang up line, CA did not disconnect the call, VCO asked for sup. VCO said that she had been holding on the line for 20 min for a sup. Sup did disconnect the call per VCO request. she said the CA screwed up the entire call and didn't get a sup when instructed to do so and should have disconnected the call when she heard the voice person say she would call her back later. Apologized to the VCO user for any problems during this call. Informed also that the CA are not allowed to disconnect an open line without sup approval or customer telling them to hang up. However if the CA had gotten sup in beginning call would not have held for 20 min and did apologize for this and informed that info had been documented for follow up. also customer requested a follow up call to make sure this was dealt with and the results.	01/09/02	CA did request sup when notified to do so from VCO user. VCO user may have initially asked for sup when line was not open for CA to hear VCO user speaking. CA was trying to keep VCO informed that line did not disconnect and could hear noises in the background. CA was not allowed to disconnect an open line and did request a sup. Sup informed that the decision to hang up line had to be with the vco user. The CA thought she was holding for the voice person did not realize that the vco wanted to speak to the sup. VCO had stated that ca was sending a lot of stuff in the middle of the the call. the CA was sending info to the VCO user (holding...) (TV in background) (people talking) while this info was being sent it is not possible to hear the vco user. Ca thought she handled call appropriately and did request assistance for both the vco user and concern in the open outbound line. AM: Reached the customer. Spoke for more than half hour regarding the issue that incomplete greeting sent to her machine was occurring only from Minnesota center she stated. I explained that it has happened

Complaint Tracking for North Carolina

Ticket #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4452	11/15/01	29	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.	01/09/02	AM: Reached the customer. Spoke for more than half hour regarding the issue that incomplete greeting sent to her machine was occurring only from Minnesota center she stated. I explained that it has happened at Tucson and Dayton centers too that it may show tthat there was something wrong with the customer's machine or her procedure may have been incorrect. Her machine is more than eleven years old. However, she has informed me that it has been finally fixed in mid-December and thanked us having it solved. I am not sure how it has been resolved but it was a good thing to hear about it. Gave the customer my toll free number to contact me if it ever happen again. She mentioned that she is expecting new machine anytime soon. TT result: could not reproduce the problem. Need additional information, did customer receive any garbled text prior to" voice or type GA" ?
8782	11/17/01	4	Customer says agent did not respond near end of call. Said asked agent what was wrong but agent never responded at all. Customer says was LD call and does not want to get charged LD fees for holding on agent's reply. Says never gets any replies from CS when makes complaints. Wants to know what happened. Told customer would follow up with complaint and put customer in touch with CS.	11/17/01	Out bound hung up agent typed to inbound several x's but inbound never responded except 3x's when they asked are you still with me? And are you still there and can you read my writing? Ca responded everytime, but apparently tty could not read them. Agent put up assist flag but inbound customer had hung up before assistance came.
8782	11/17/01	5			

Complaint Tracking for North Carolina

cking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4459	11/20/01	29	Customer called stating she is having problems with calls that come through the AZ ctr. She states that when the macro is supposed to come across that the agent nbr is not coming across. This only happens with agent nbr starting with 4. Customer is requesting follow up on this tech issue. Thanked customer for input.	01/09/02	AM: Reached the customer. Spoke for more than half hour regarding the issue that incomplete greeting sent to her machine was occurring only from Minnesota center she stated. I explained that it has happened at Tucson and Dayton centers too that it may show that there was something wrong with the customer's machine or her procedure may have been incorrect. Her machine is more than eleven years old. However, she has informed me that it has been finally fixed in mid-December and thanked us having it solved. I am not sure how it has been resolved but it was a good thing to hear about it. Gave the customer my toll free number to contact me if it ever happen again. She mentioned that she is expecting new machine anytime soon.
4460	11/20/01	7	Customer made voice to tty call. Call was approx. 20 min long but should have been no more than five. Agent was very slow. Customer stated she could only say 4 words or so before agent stopped her with "one moment" and at times would have to repeat one or two of the four words. does not want agent in trouble, relay service is normally very good just wanted sup to know. Thanked customer and apologized for inconvenience. Informed agent would be coached. Customer satisfied, no follow up.	12/06/01	Spoke with CA and they said customer refused to pace and actually increased speed when paced. Said was doing best could do by saying one moment to keep up with customer. Told CA to pace smoothly and allow for more words before interrupting in future.

Complaint Tracking for North Carolina

Working #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1663	11/22/01	24	Customer complained that she gets CA from "our area" she has computer problems where the relay greeting does not come through. She says she has put in numerous complaints before but it is still not fixed. She would like to have someone call her once the problem is fixed. I said I would inform the tech of the problem and have him get back to her as soon as the problem is fixed. TT # 04532777.	01/09/02	AM: Reached the customer. Spoke for more than half hour regarding the issue that incomplete greeting sent to her machine was occurring only from Minnesota center she stated. I explained that it has happened at Tucson and Dayton centers too that it may show that there was something wrong with the customer's machine or her procedure may have been incorrect. Her machine is more than eleven years old. However, she has informed me that it has been finally fixed in mid-December and thanked us having it solved. I am not sure how it has been resolved but it was a good thing to hear about it. Gave the customer my toll free number to contact me if it ever happen again. She mentioned that she is expecting new machine anytime soon. TT result: called the customer and spoke to her about her problem and we will be working together to resolve the issue.

Complaint Tracking for North Carolina

cking #	Date of Compl.	Cal. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1667	11/28/01	7	Customer said CA had too many spaces, took too long to start typing what the OB siad and she didn't get the initial greeting with the CA #. She said she wasn't complaining she just wanted to make us aware of the issue. She said she has not been getting the intial greeting when she calls ina dngets our ctr. She wants a tech to call her back and follow up on the problem. She indicated they have done that before. Apologized for the inconvenience this caused her and told her I would document her complaint and note that she would like a follow up. TT # 04554740	01/09/02	AM: Reached the customer. Spoke for more than half hour regarding the issue that incomplete greeting sent to her machine was occuring only from Minnesota center she stated. I explained that it has happened at Tucson and Dayton centers too that it may show tthat there was something wrong with the customer's machine or her procedure may have been incorrect. Her machine is more than eleven years old. However, she has informed me that it has been finally fixed in mid-December and thanked us having it solved. I am not sure how it has been resolved but it was a good thing to hear about it. Gave the cutomer my toll free number to contact me if it ever happen again. She mentioned that she is expecting new machine anytime soon. TT result: Tech cannot pursue a resolution to this issue without the customer's number, as it is impossible tell which state config is being loaded without an area code.

Complaint Tracking for North Carolina

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4471	12/02/01	9	Customer stated that agent typed hell when it was a child using tty. Word was tell not hell on the ca's screen. I offered the possibility of line interference for the apperance of hell. Assured the customer Ca typed conversation verbatim and hell was not on the CA's screen, offered follow up to the conversation but no affirmation was given for follow up.	12/03/01	CA followed correct procedure.
1669	12/02/01	29	Customer said he dialed 411 3 times in a row and got 711 each time. Also has had same problem for a week. Is trying to get DA and keeps getting relay. I told him to try 555 1212. Not a complaint against the CA who had the call. Customer would like someone to get back to him to explain the problem	01/10/02	Not able to call the customer due to incorrect nbr written on the form. Tried different nbrs to reach this customer with no luck.
3408E 4477	12/05/01	29	Customer reports that when she calls to NC relay nbr from her home to xxx xxx xxx, she does not receive the first part of the greeting from the relay opr. She does not get the agent ID nbr, but only the last part of the vco greeting "voice or type now ga". This causes her to miss the agent ID nbr, so she has to always ask for the agent to give her their id nbr. She says she has spoken to the sup about this and to one tech but nothing has been done to correct the problem. CS response: I thanked the customer for letting us know and apologized for her inconvenience. i told her I would enter a TT to the tech if she could provide agent ID nbrs of the ctr where this happened. She gave me the ID nbr of 1875, 1629, 1819 all at the MN ctr. She wants the tech to contact her and do some test calls so that the problem can be resolved. she said the best time to call her was all day today, and maybe tomorrow. TT# 04580432	12/18/01	Tech placed test calls to customer to inform her to turn off auto announce feature on tty. She claimed it was not her equipment and hung up on tech.
1676	12/06/01	21	Caller said that the opr was typing in Spanish. Said they didn't understand spanish or why the opr was typing that. Then said opr hung up on them before they were finished typing. I apologized for the confusion and frustration this caused.Said I would write up a complaint and forward to the opr sup.	12/06/01	CA said she didn't have any calls like this. CA could demonstrate correct procedure for changing Spanish macros.

Complaint Tracking for North Carolina

cking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3456E	12/20/01	21	Caller said she wanted to report agent 4191M. She said what happened was that this agent called a ph nbr that she gave him and agent started typing out x rated messages. The nbr she gave to dial was xxx xxx xxx which is an order supply line for hospital. Caller said the agent kept typing obscene words. Caller said she doubled check and agent dialed the exact nbr she gave him. She recommended that this agent be monitored to see if he is doing this with other relay customer. She is mailing in a copy of the conversation transcripts to CS. I apologized to caller and let her know that I would file the complaint.	12/23/01	Agent remembers the call due to it's nature. Agent typed what he heard. The customer hung up without saying to the agent that it wasn't the right nbr. Agent did proper procedure. I discussed with the agent the possibility that use of reg 800 function may have reached the right nbr, if the agent had been informed that what was reached was a wrong nbr.
5207	12/21/01	21	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.	12/31/01	Sent letter - no response expected. All NM CA's trained in this procedure.
3678	12/14/02	17	Customer called in and was very upset from previous call. He said that he was speaking with the agent and the agent would not respond to his questions. I did inform him that the agent is nto allowed to be a part of the call and all questions shld be addressed to the tty user. He said that he did not understand the call after the agetrn had explained it to him and the agent wld never respond to him. Apologized to the customer numerous times and let him know that agt shld have addressed him even if only to say that he (the agent) was not a part of the call. Also informed him that the inbound person is in control of the call. He did not have the agent ID nbr. I let him know that we needed the ID number to be able to addrses his concern. He wanted to know if we had a database to be able to trace this call and I said no, we needed the agent ID nbr. After serveral irrelevant questions (how we were paid, if we had benefits etc) I informed the customer that he would need to speak with an account manager for further questions. I gave him Andy Laffel's phone nbr fo	02/28/02	12/14 Michael called and left message on my answer machine. 12/15 Called back but received a recording that eh number has been disconnected. Perhaps he left wrong nbr.

Complaint Tracking for North Carolina

January 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3045F	01/09/02	24	Caller when trying to get thru nc relay with her pcs phone shows the tower nbr. And gets recordings that service has not been established, or that LD service has been terminated. Opened a TT 04704178. Apologized to customer for the problem and let them know to call sprint pcs to also report the problem.	04/12/02	Called and spoke with customer on 4/12/02 to apologize and explained why it happened. Gave instructions to help prevent this from happening again by telling the relay ops that she was calling from her cell phone so in the future relay ops will override the LD restrictions immediately.
3120F	01/24/02	24	Customer has verizon wirelss cell phone and when dialing LD through relay gets the recording, your ld has been temp disconnected: Open TT 04763861. Conveyed apology thru the verizon wirelss rep to the customer for the problem and let them know a TT would be opened.	04/15/02	4/12/02 - Called and left msg on her voice mail how to help her make relay calls from her cell phone by telling the ops that she is using the cell phone before giving the # to call. 4/15/02 - Called customer again. Explained how to make the relay call using new procedure. Customer was so grateful and appreciative.

Complaint Tracking for North Carolina

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4544	02/07/02	9	During a recent tty to voice call, this customer said something to the tty user and then said over after which this customer turned and talked to someone in background saying she did not believe the tty user. Agent relayed what she said in background. When customer asked her why she did that agent told her she couldn't get involved in conversation and said it in a rude tone. I apologized for the inconvenience explained relay policy to relay everything heard and told customer the agents sup would follow up with the agent about the reportedly rude tone when defining her role. Customer wants follow up contact.	03/22/02	Agent followed relay procedure and did not believe she used a rude tone. Agent was reminded to always use a professional and courteous tone when defining her role.
4544	02/07/02	17			
3185F	02/14/02	9	Customer says that this agent was about the worst he has ever had using the relay service. He usually has a very good experience when using the relay to call his deaf son but this agent was very hard to understand. She talked very fast and when he asked her to repeat what she was saying, she just kept typing to his son what he was saying to her. He asked for her to get her sup and she gave me the nbr to nc tty line. he kept asking her to get a sup on line and she refused to do it. Customer states that he has never had such bad service from an agent before and then not be able to even reach a sup. RCS response: Apologized to the customer for the poor service and let him know that I would turn in the complaint so that it would be investigated further. Thanked the customer for letting us know.	02/15/02	I spoke to the agent. She had no recollection of the call. Still I told her. Thought I have never heard her speaking too fast on surveys, to keep an eye on her rate of speech and told her she is allowed to repeat the phrase relayed by tty. I also told her she does need to call a sup over when requested but added that even a sup cannot engage in conversation while connected to both tty and voice, so the remaining complaints are from the ca following procedure by not breaking transparency and by typing everything heard.
4557	02/22/02	17	Customer did not have an agent nbr. He said the agent was extremely rude and unhelpful. Apologized to customer and said we appreciate the info.	02/22/02	Also said to customer that it would be much easier for us to find the agent if we had an agent nbr. He was pleased with the interaction. Agent does not exist.

Complaint Tracking for North Carolina

cking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5240	02/22/02	17	Outbound person said agent was rude. The agent typed that to the vco inbound caller. Voice person hung up. Inbound vco person asked for sup. Vco inbound wanted to know what happened and asked sup to call the voice person back and for the sup to talk to her. I advised vco caller that I could not talk to the voice person. If I call and as an agent placing a call, I would have to be transparent. So I offered to have our admin contact the vco caller and I got her nbr. Vco person also asked to have her daughter contacted as well - before calling the vco person. vco person gave her daughters phone nbr.	02/22/02	I talked to the ca involved and she said the outbound voice call had a bad connection with a lot of static. CA had to user or slow down phrase 3 times and on 3rd attempt, have outbound voice repeat something to be able to type it to vco caller verbatim and the voice person refused. The refusal was typed to vco caller and voice hung up and had told the ca they were rude. Contacted customer thru relay. Opr could not hear voice user and used ssk to have person repeat. Caller satisfied with resolution.
4559	02/26/02	21	Customer does not like our policy to read everything verbatim including swear words and using voice inflection to sound angry when the caller is angry.	02/26/02	I explained to the voice customer that we must read everything verbatim by law and use voice inflection to reflect the tty customers tone. The customer was still unhappy with the policy, believing we should filter out such content.
3218F	02/26/02	24	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.	04/22/02	Called csutomer and talked with Stan to follow up. It has been resolved and going well for 1-2 months now. Thanked customer for taking time to share w/ us his experience.
8847	02/25/02	17	TTY user states was talking with their Dr.'s Office, Voice person said 5177 was very rude and requested a supervisor. 5117F refused and Dr.'s office disconnected. Apologized to TTY and assured agent would be met with.	02/28/02	Reviewed with CA - CA used SD slowdown and typed everything said - coached CA on sounding more polite.

Complaint Tracking for North Carolina

March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
246F	03/02/02	17	Customer called to report trouble she experienced on one of her calls. She asked agt 8791F to place a call & if an ans mach picked up she didn't want to leave a msg. Also, if a person answered just to type "ga" to let her begin speaking right away. The agt dialed and typed the phone rang ten times and was still ringing. When the customer received the "ga" she told the agt "go ahead and hang up" The agt responded bye typing "ga ga". The customer asked if someone had answered. Then the person she was calling said, "yeah, I picked up and was sitting here waiting for you to respond". The customer asked how many times the phone rang and her friend said it only rang twice and then she answered the phone and was waiting a long time for the VCO customer to respond. The customer then asked her party to hold while she asked the relay agent why she typed that the phone rang ten times and was still ringing when her friend said she answered on the second ring and was waiting for a response. The agt wid only type background noises back to her such as "(tv in ba	03/07/02	The untimely speaking of VCO customer with the outbound answering at the same time initiated a confusing situation. CA followed all call process and procedures and tried her best to process call/misunderstandings.
1777	03/05/02	34	TTY user trying to demonstrate voice mail retrieval. When the opr dialed out she got a recording that they had accessed the sprint network but had no acct w/the Sprint network & to call Cus Svc. To set up an acct. TTY user wanted met to assist.	03/05/02	Supv folowed up coached opr.
1785	03/08/02	05	Karen said she called her mortgage company reached a recording stating the hold time was 5 plus minutes after the CA heard that they disconnected the call. She was very upset they hung up on her.	03/08/02	Recording timed out or malfunctioned. Green flag came up that outbound had disconnected. CA then sent the "hung up " memo but CA did not disconnect.
1790	03/13/02	21	This customer was upset that a Relay Opr gave out her phone # to someone who has been bothering her every day. Sup informed caller that we do not give any phone #'s & questioned if it was passed thru caller ID. Customer reports she did not call this woman so that would not have happened.	03/13/02	No CA # available - Not able to discuss with CA.
3292F	03/14/02	29	Caller has problem completing his LD calls thru Relay NC using his carrier ATT and using an authorization code. I apologized to the customer for the problem and told him I wid open a trouble ticket to let the technician investigate the issue. Trouble Ticket 100041346.	05/03/02	Called customer on may 3rd. Customer said it has been resolved. Customer gave different instruction to process the call. He is very happy and pleased with Sprint Follow up to ensure that it has been resolved.

Complaint Tracking for North Carolina

Compl. #	Date of Compl.	Cat. #	Nature of Complaint	Date of Resolution	Explanation of Resolution
8861	03/22/02	29	Customer stated when CA gives the GA fro Vco to speak VCO does not always receive it the first tiem. Finally the CA will the GA again. Customer is concerned that the delay is inflating her LD charges.	03/25/02	Ca said computer cycled through did not connect right away. CA will be careful next time to give the GA right away. CA did get supv assistance.
1853	03/22/02	21	Voice customer was upset that agent (#unknown) wld not rerpeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.		

Complaint Tracking for North Carolina

April 2002

ackging #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3369F	04/04/02	04	Customer received an important call thru relay. The customer was concerned as to whether vco was turned on or not. "Relay wasn't saying if vco was on or not. I kept asking if it was on but the opr wld not answer." She said the voice person kept repeating himself and finally got tired and hung up.	04/04/02	Agt was addressed regarding this complaint and she did remember handling this particular call. The agent stated that after relaying the voice person msg to the VCO user, she immediately typed "GA" followed by F9. She also stated that the customer only asked her once whether or not VCO was activated, at which time the voice person responded and informed the VCO user that they cld hear her. This information was typed to the VCO user. During the call, the voice person became upset with the VCO user for asking the same question repeatedly and eventually disconnected. The agent was informed that when the VCO user inquired if VCO was activated, she shld have responded by typing (VCO on) or something to that effect. Reviewed the agts file and she has never had any problems handling VCO calls. She was also blind monitored and proper procedures were being followed while processing VCO calls. The QA dept will continue to monitor this agt to ensure proper procedures are followed.
4607	04/10/02	21	CA #4658M left th caller right in the middle of retrieving his messages- the caller was puzzled that it stopped and no response	04/10/02	Supervisor followed up with CA 4658M. He recalled the call and stated it was a voice mail, not AMR. He was in the middle of typing the message to ASCII user and noticed that some words were "jumping over" and not in order. Then, the caller hung up on CA. It appears to be a technical difficulty. Coached him to get a supervisor assistant if he notices something like that next time.
1884	04/15/02	21	TTY customer was upset that the opr did not verify the Cell # and Ext # after leaving a message.	04/15/02	Supervisor apologized to the customer & told him he would follow up with the opr. CA Discussion: Coached CA on keeping customer informed.

Complaint Tracking for North Carolina

Complaint #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4627	04/19/02	17	Customer concerned that agent 4812M interrupted call by asking for a "GA" too many times, 10 times to be exact. He felt this was rude.	04/22/02	Supervisor followed up with CA 4812M and he said there was a silence on the line. He repeated because he wasn't sure if OB had heard him checking whether it was a "ga". Supervisor suggested CA to ask for a ga once and then use his judgement thereafter.
4626	04/19/02	21	Customer concerned that agent 4812M was playing mind games w/the outbound voice customer causing the voice customer to hang up.	04/19/02	The agent followed relay procedure. I did let the customer know the complaint wld be documented.
4628	04/20/02	04	NC customer concerned that after a call completed operator would not give out information about previous call. Specifically, gender and/or age of hearing person.	04/22/02	Customer did not request followup, did not leave name or number and was satisfied with the discussion. Agent did proper procedures.
4635	04/24/02	01	Voice customer was upset that agent (#unknown) wld not repeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.	04/24/02	Supervisor who took complaint observed that CA did not type "what do you want," instead asked cust to repeat because she did not understand. Agent said she misdialed because she mis-heard the nbr the first time. Agent acknowledge that on a subsequent redial, she did not send (redialing) macro. she will do this next time.
4635	04/24/02	03			
4635	04/24/02	17			

Complaint Tracking for North Carolina

May 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1929	05/11/02	21	TTY user wants #8343 to be informed that when she gets garbling on her screen from TTY user, she should hit her spacebar so the garbling will quit. CA 8343 process calls for this TTY user where there was much garbling.	05/13/02	Reviewed complaint with opr and explained how to stop garbling on both ends. Opr does remember this call and the tty user informed her at end of call how to stop garbling. Opr is aware and will try to conform. Denise Stayton
1933	05/14/02	29	TTY customer was upset that CA 1981F hung up on him during a long call to Dr. office.	05/14/02	Ca 1981F accidentally hit modem cord with her foot causing a modem failure and lost the call. CA will remember to watch cores under the stations more carefully
3008G	05/16/02	03	NCO VCO user complains that agent 7704 misdialed a long distance call, and that this continues to happen to him. After asking the agent to get the supervisor they send him to customer service. He commented that when the center was in Charlotte before the agents there were much better trained but that he likes Sprint over MCI overall. He was also upset that he being VCO has no way to stop the agent once a call is outdialed.	05/17/02	Agent requested assistance from supervisor. ACU instructed agent to transfer to customer service. ACU did not understand nature of request. Agent coached on proper call procedures and how to process immediate credit. ACU coached on proper handling of customer requests and mainting caller control with customer as well as keeping customer informed.
3015F	05/22/02	00	This agent did not answer for a long time. I had to wait a long time before he ever came on line. RCS response: Did explain that sometimes on an Ascii call that the computer takes time to connect correctly to the call but that we would certainly turn in the complaint so that the supervisor cld investigate further. Also branded the line as an ascii user and updated the database records so that it wld come in to relay on the correct line.	05/23/02	Sup followed up w/CA 4991M. He didn't remember the call. He is aware to bre responsive when a call drops in his station.
3014G	05/22/02	03	Customer placed a call to a person who has a difficult time spelling and communicating in general thru relay. In the past the agts have repeated info typed as needed, and occasionally spelled or relayed verbatim to allow the custoemr to decipher the language herself. The tty user was typing driving instructions and it was rather unclear. When the voice customer asked this agent to repeat, she refused and continued typing to the tty user.	05/24/02	After "GA" CA is not able to repeat any info. CA tried to redirect questions and comments to the TTY. CA does know what if "GA" is not voiced, the CA can go back a few words only. CA was following correct procedures.
1954	05/23/02	17	Voice customer was upset that agent (#unknown) wld not rerepeat what tty had typed. Customer felt TTY shld not have to keep typing over and over when it was the agt that customer didn't understand. She felt agt was rude.	05/23/02	I explained agt was following procedure when not becoming involved in conversation and when typing back what voice said. She was disappointed but understood. She wised to make a call with current CA. No # to do any follow up on.

Complaint Tracking for North Carolina

cking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8892	05/24/02	21	Was on the phone for 10 min for 2 messages on AMR. CA 1653F and never got messages or even got back tyo me that something was wrong and they cld not be retrieved. Then asked for supervisor got Jerry and still no response as to problem but no messages retieved. I assured tty that report wld be made as requested.	05/28/02	Assisted the CA on the second AMR. When I had sent an Alt 8 macro the caller insists that I was to dialed out the nbr he provided and that he was using Hyperterminal(computer). Upon customer's resistance, I then decided to process his call. Soon after the call was faxed to MN placed IB disconnected the line. AMR call process is not possible thru Hyperterminal and did not have an opportunity to explain that to the customer.

North Carolina

2002

COMMENDATION	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTALS
Agents	0	0	0	0	0	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS													
#00 Answer Wait Time	0	1	0	1	0	0	0	0	0	0	0	1	3
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	1	0	1
#02 Didn't Follow Database Inst.	1	0	0	0	0	0	0	0	0	0	0	0	1
#03 Didn't Follow Cust. Instruct.	2	1	1	1	1	2	0	0	0	0	1	2	11
#04 Didn't Keep Cust. Informed	0	1	0	4	0	1	0	0	0	0	2	0	8
#05 Agent Disconnected Caller	3	2	0	1	3	1	0	0	0	1	0	0	11
#06 Poor Spelling	1	1	0	1	0	0	0	0	0	0	0	0	3
#07 Typing Speed/Accuracy	1	0	0	1	0	2	0	0	0	0	0	1	5
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	1	0	0	1	0	2	0	0	0	4
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed	0	0	1	3	2	0	0	0	0	0	0	0	6
#12 Two-Line VCO Procedures Not Fo	0	0	0	0	0	0	0	0	0	0	0	0	0
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	3	1	1	2	1	1	1	0	4	1	2	1	18
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Service Type:	1	3	2	4	0	0	3	0	1	2	3	2	21
TOTAL	12	10	5	19	7	7	5	0	7	4	9	7	92
TECHNICAL COMPLAINTS													
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	1	0	0	0	0	0	0	0	0	0	0	1
#24 Trouble Linking Up	1	0	0	0	2	2	0	2	1	0	0	0	8
#25 Line Disconnected	0	0	0	0	1	0	0	0	0	0	0	0	1
#26 Garbled Message	1	0	0	0	1	0	0	0	0	0	0	0	2
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29 Other Technical Type:	1	0	1	0	2	3	2	0	0	2	0	1	12
TOTAL	3	1	1	0	6	5	2	2	1	2	0	1	24
MISC. COMPLAINTS													
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 TTY Operator Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 900 Number Access	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	1	0	0	0	0	0	0	1
#34 Network Recording	0	0	0	0	0	0	0	0	0	1	0	0	1
#35 Other Miscellaneous Type:	0	1	0	0	0	0	0	0	0	0	0	0	1
TOTAL	0	1	0	0	0	1	0	0	0	1	0	0	3
TOTAL COMPLAINTS	15	12	6	19	13	13	7	2	8	7	9	8	119
OTHER CALLS													
#36 Branding/Database entry	4	9	8	5	3	5	4	1	2	5	7	6	57
#37 Request Directory Assistance	7	7	6	4	6	10	4	5	13	7	5	5	79
#38 Test Calls	18	12	10	22	17	13	3	18	14	8	11	15	161
#39 Instructions/General	80	89	104	91	84	162	110	122	96	81	83	94	1196
#40 Send Information	3	3	6	2	8	6	7	7	4	8	4	4	62
#41 Billing Question	3	3	1	8	5	13	4	2	6	6	3	5	59
#42 Purchase TDD	26	35	39	51	28	40	19	48	36	32	25	33	412
#43 Referred to LEC	42	34	36	45	41	143	142	58	44	37	42	38	702
#44 Wanted Sprint Cust Svc	5	9	9	13	8	15	10	16	18	16	4	3	126
#45 Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	188	201	217	241	200	407	303	277	233	200	184	203	2854
NON-STATE REPORTED													
#46 Request Relay Number													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	203	213	223	260	213	420	310	279	241	207	193	211	2973



Federal Communications Commission
Washington, D.C. 20554

July 23, 2003

Linda Nelson
TRS Administrator
Department of Health & Human Services
Division of Services for the Deaf & Hard of Hearing
319 Chapanoke Road, Suite 108
Raleigh, North Carolina 27603

RE: State of North Carolina

Dear Ms. Nelson:

This is to notify you that the Federal Communications Commission (Commission) has received the state of North Carolina's annual consumer complaint log summary for the 12-month period between June 1, 2002 and May 31, 2003.

Questions regarding the complaint log summaries should be directed to Erica Myers at (202) 418-2429, (202) 418-0464 (TTY), Erica.Myers@fcc.gov.

Sincerely,

A handwritten signature in cursive script, appearing to read "T. Chandler", is written over the typed name.

Thomas Chandler
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau

CC:

CC DOCKET NO. 98-67



North Carolina
Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
319 Chapanoke Road, Suite 108 • 2301 Mail Service Center, Raleigh, NC 27699-2301
Tel: 919-773-2963 (Voice/TTY)
Michael F. Easley, Governor • Carmen Hooker Odom, Secretary • Linda Harrington, Director

June 24, 2003

Federal Communications Commission
Attn: Erica Myers
Consumer and Governmental Affairs Bureau
445 12th Street SW, Room 6-A432
Washington, D.C. 20554

Re: Docket # 98-67

Dear Ms. Myers:

Enclosed you will find an original and four copies of North Carolina's annual complaint log, annual summary, annual tally report and a diskette for the 12 month period between June 1, 2002 and May 31, 2003.

Should you have questions concerning the reports, please feel free to contact me at Linda.Nelson@ncmail.net or at 919-773-2974 TTY.

Thank you in advance for your support for our relay service for Deaf, Hard of Hearing, Deaf-blind and Speech Impaired people.

Sincerely,

A handwritten signature in cursive script, appearing to read "Linda Nelson".

Linda K. Nelson, Administrator
Telecommunications Access of North Carolina

Cc: Kendrick Fentress, Public Staff, NC Utilities Commission
Linda Harrington, DSDHH



Kevin W. Earp
Account Manager
3261 Atlantic Ave, Suite 200
Raleigh, NC 27604
(919) 875-1242 TTY
(919) 878-0247 Fax

June 18, 2003

Linda Nelson
319 Chapanoke Road #108
Raleigh, NC 27603

Dear Linda :

Sprint has provided you the following information to support your filing with the FCC for the State of North Carolina :

- Annual Complaint log includes the number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- Annual Summary includes total outbound calls, total complaints for the reporting period June 2002 - May 2003, and percentage of complaints to total outbound calls information.
- Annual Tally Report will be total complaints by category.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. Please note that your state must file the Complaint and Summary logs (attachments 1 and 2) and a report (attachment #3) that indicates the number of complaints received for Sprint with the FCC by July 1, 2003 to the following address:

Attn: Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 6-A432
Washington, DC 20554
or by email at emyers@fcc.gov

For your reference, Sprint has included the FCC language requiring this action:

May 19, 2003 Order:

"The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2003, on or before July 1, 2003.

"To assist the Commission in monitoring the service quality of TRS providers, the Commission requires interstate TRS providers and state TRS programs to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards. These logs are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. It further enables states to communicate with one another to learn how other states are resolving complaints.

"Complaint log summaries should include information pertaining to complaints received between June 1, 2002, and May 31, 2003. Complaint log summaries shall include the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution. The Commission requires that this information be included in the complaint log summary for the purpose of alerting the Commission of possible service quality problems. The complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.

"States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Tuesday, July 1, 2003. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 6-A432, Washington, DC 20554 or by email at emyers@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

"Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistrionix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand

deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-A325, Washington, DC 20554.

"The filings and comments will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. They may also be purchased from the Commission's duplicating contractor, Qualex International, Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554, telephone (202) 863-2893, facsimile (202) 863-2898, or via e-mail qualexint@aol.com. Filings and comments may also be viewed on the Consumer & Governmental Affairs Bureau, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

"To request materials in accessible formats for people with disabilities (braille, large print, electronic files, auto format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0531 (voice), 202-418-7365 (tty). This Public Notice can also be downloaded in Text and ASCII formats at <http://www.fcc.gov/cgb/dro>.

"For further information regarding this Public Notice, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail emyers@fcc.gov."

Sprint will work with the state, as your partner in delivering additional information required of all states and carriers. We are confident that our records and systems will support any additional requirements, should they be ordered by the FCC.

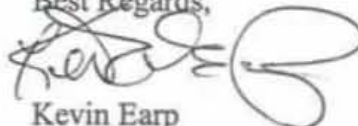
This log period, running June 1, 2002 through May 31, 2003, contains a summary of the total number of complaints received for each type of complaint on a month to month basis and also provides totals for this twelve-month period.

Should you have any questions concerning this summary log, please contact your account manager.

Best Regards,

Paul Rutowski
Customer Relations Manager

Best Regards,



Kevin Earp
Sprint Account Manager

Attachment #1: Complaint Log Summary for Period of June 1, 2002 – May 31, 2003

Attachment #2: Summary of Complaints for Period of June 1, 2002 – May 31, 2003

Attachment #3: Annual Tally Report for Period of June 1, 2002 – May 31, 2003

Attachment # 2

**Summary Log for June 1, 2002 – May 31, 2003
North Carolina Relay**

For the period of June 1, 2002 through May 31, 2003, Sprint processed more than 1,536,524 outbound calls on behalf of North Carolina Relay, receiving a total of 76 (< 0.001%) customer complaints. All 76 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 76 complaints were escalated for action to the State of North Carolina or to the Federal Communications Commission.